

L'Arche Ireland **Commitment to Standards in Fundraising Practice**

Public Statement

L'Arche Ireland is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising.

The Statement exists to:

- Improve fundraising practice
- Promote high levels of accountability and transparency by organisations fundraising from the public
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

We at L'Arche Ireland have considered the Statement and believe we meet the standards it sets out.

Handling Feedback and Complaints

L'Arche Ireland is committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

L'Arche Ireland welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint;
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- We treat it seriously whether it is made by telephone, letter, fax, email or in person;
- We deal with it quickly and politely;
- We respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- We learn from complaints, use them to improve, and monitor them at our Board.

If you have feedback or a complaint

If you do have a complaint about any aspect of our work, you can contact us in writing or by telephone. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details.

In the first instance, your complaint will be dealt with by our Fundraiser:

Mrs. Diana Walsh
Fundraiser - L'Arche Ireland
'An Siol'
42 West Street
Callan
Co. Kilkenny
T: 056 7755494
E:

She is available on Tuesday and Thursday. If it is an urgent matter, our CEO, Ms. Mairead Brabazon-Boland will be happy to help. She can be contacted Monday to Friday during working hours. We are open 5 days a week, Monday to Friday from 9.00 am to 5.00 pm, and closed between 1.00 pm and 2.00pm each day.

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days, and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the CEO. The CEO will ensure that your appeal is considered at Board and will respond within two weeks of this consideration by the Board.

Write to:

Ms. Mairead Brabazon-Boland
CEO, L'Arche Ireland
Central Office
Cluain Aoibhinn
Fairgreen Lane
Callan, Co. Kilkenny
Ireland